

Housing & Community Development Corporation of Hawaii

2004 Public Housing Assessment System

Resident Services and Satisfaction Survey Follow-up Plan

Concern	Item	Strategy	Department	Date to be Launched	Funding Source
Communication	Adequate Communications	We will expand our important announcements that are printed on each monthly rent bill and periodic information inserts; to publishing and distributing HCDCH Newsletters that addresses the quality of life issues while residing in public housing. We will include updates on, but not limited to, major modernization projects, services, self-sufficiency programs, policies and rules, procedures, safety programs, crime prevention efforts, resident association announcements and/or "success stories" of the residents.	HIO, PMMB & RSS	Ongoing	PMMB & Project funds
		Encourage management to attend resident association meetings on a regular basis to discuss quality of life issues, procedures, community updates, topics of concern or interest.	PMMB	Ongoing	PMMB & Project funds
		Continue to use bulletin boards or other areas of high traffic to display important announcements and updates on such issues as modernization projects, series, programs, policies and procedures, and announcements.	PMMB, CMS	Ongoing	PMMB & Project funds
	Staff Training	Staff will receive continuing education and be afforded the opportunity to attend seminars of their choice, to improve and enhance their ability to deliver the requisite quality of service and to operate the program; including attending mandatory training as deemed necessary.	PMMB & PERS	Ongoing	Proj Funds
Safety	Applicant Screening	Implement improved applicant screening process prior to placement in public housing, such as criminal background checks.	PMMB	7/1/05	Project Funds
	Crime Prevention Through Environmental Design (CPTED)	Coordinate training for Development, Property Managers, and maintenance staff on CPTED.	CMS	7/1/05	Cap Fund
		Incorporate CPTED features into the maintenance plan	CMS	7/1/05	Cap Fund

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Neighborhood Appearance	Curb Appeal	Develop and implement maintenance plan to include improvement of neighborhood appearance in the areas of building exterior, common areas, parking lots, graffiti.	CMS	7/1/05	Cap Funds, Project Funds